



Password Reset Guide

Requester	Type of Reset	Contact
DWD Staff or Partner Staff	Toolbox (Password Reset or Reactivation): DWD or Partner staff open the Toolbox application but cannot login because either their login or password is not recognized. Staff users will be locked out of Toolbox after two failed attempts.	Technical Support Unit: <ul style="list-style-type: none"> 866-506-0251 dwdsupport@ded.mo.gov
DWD Staff	ADS (Computer login): DWD staff cannot login to a computer due to a forgotten password or other issue.	Click the “Forgot your password? Click here.” link beneath the password field to go to the ReACT application. You can also call OA ITSD at 573-751-1902.
Partner Staff	Unable to login to a computer due to a forgotten password or other issue.	Contact your local computer support contact.
Partner Staff	ISA/Print/Report Server Reset: Staff unable to login when prompted while trying to print from Toolbox.	Technical Support Unit: <ul style="list-style-type: none"> 866-506-0251 dwdsupport@ded.mo.gov



For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).



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